



Form PTO-1449
U.S. DEPARTMENT OF COMMERCE (Rev. 7-80) PATENT AND TRADEMARK OFFICE

ATTORNEY DOCKET NO.: 23 105 00 GI

ERIAL NO.: 09/583,337

APPLICANT: Shamir et al.

JUN 1 7 2002

LIST OF PRIOR ART CITED BY APPLICANT (Use several sheets if necessary)

FILING DATE: May 31, 2000 Technology Center 2100 UP: 2756

				U.S. PATENT DOCUMENTS			
EXAMINER INITIALS		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
INTIALS		NO.					APPROPRIATE
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2	A19	Brown. Let PC Technology Be Your TV Guide, PC Magazine, 6/7/99					
9	A20	Brown. Interactive TV: The Sequel, NewMedia, 02/10/98					
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QW	A49	Wilson. U.S. West Revisits Interactive TV, Interactive Week, 11/28/99	
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Approved for use through 07/31/2006. OMB 0651-0031

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Substitute for form 1449/PTO

Sheet 2

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known			
Application Number	09/583,337		
Filing Date	May 31, 2000		
First Named Inventor	Ilan Shamir et al.		
Art Unit	2141		
Examiner Name	TBD	-	
Attorney Docket Number	061143605010		

			U. S. PATENT	DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	L	Number-Kind Code <sup>2 (I known)</sup>	<del></del>		3
QN	B1	<sup>US-</sup> 6,289,340	09/11/2001	Purnam et al.	
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and	В3	<sup>US-</sup> 5,825,869	10/20/1998	Brooks et al.	
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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
		Country Code <sup>3 -</sup> Number <sup>4 -</sup> Kind Code <sup>5</sup> (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T <sup>6</sup>
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Examiner Signature Date Considered 10/03/2003

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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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LIST OF REFERENCES CITED BY APPLICANT

(Use several sheets if necessary)

ATTORNEY DOCKET NO. 061143605010	SERIAL NO. 09/583,337		
APPLICANT: Ilan Shamir, et al.			
EXAMINER: Nguyen, Quang N.			
FILING DATE: May 31, 2000	ART UNIT: 2141		

## NON PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.
QN/	A1	Witness Systems promotional brochure for eQuality entitled "Bringing eQuality to eBusiness"
an an	A2	Witness Systems promotional brochure for eQuality entitled "Building Customer Loyalty Through Business-Driven Recording of Multimedia Interactions in your Contact Center," (2000)
an	A3	EDWARD L. NASH, Database Marketing, 1993, pp. 158-165, 172-185, McGraw Hill, Inc., USA
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